

Installation example of ITCAM for Transactions - WRT agent 7.4.0.2 on Windows 2019

I didn't copy all screens, just the ones that seem important to share its info with you.

WRT = Web Response Time (product code T5) agent

RRT = Robotic Response Time (product code T6) agent

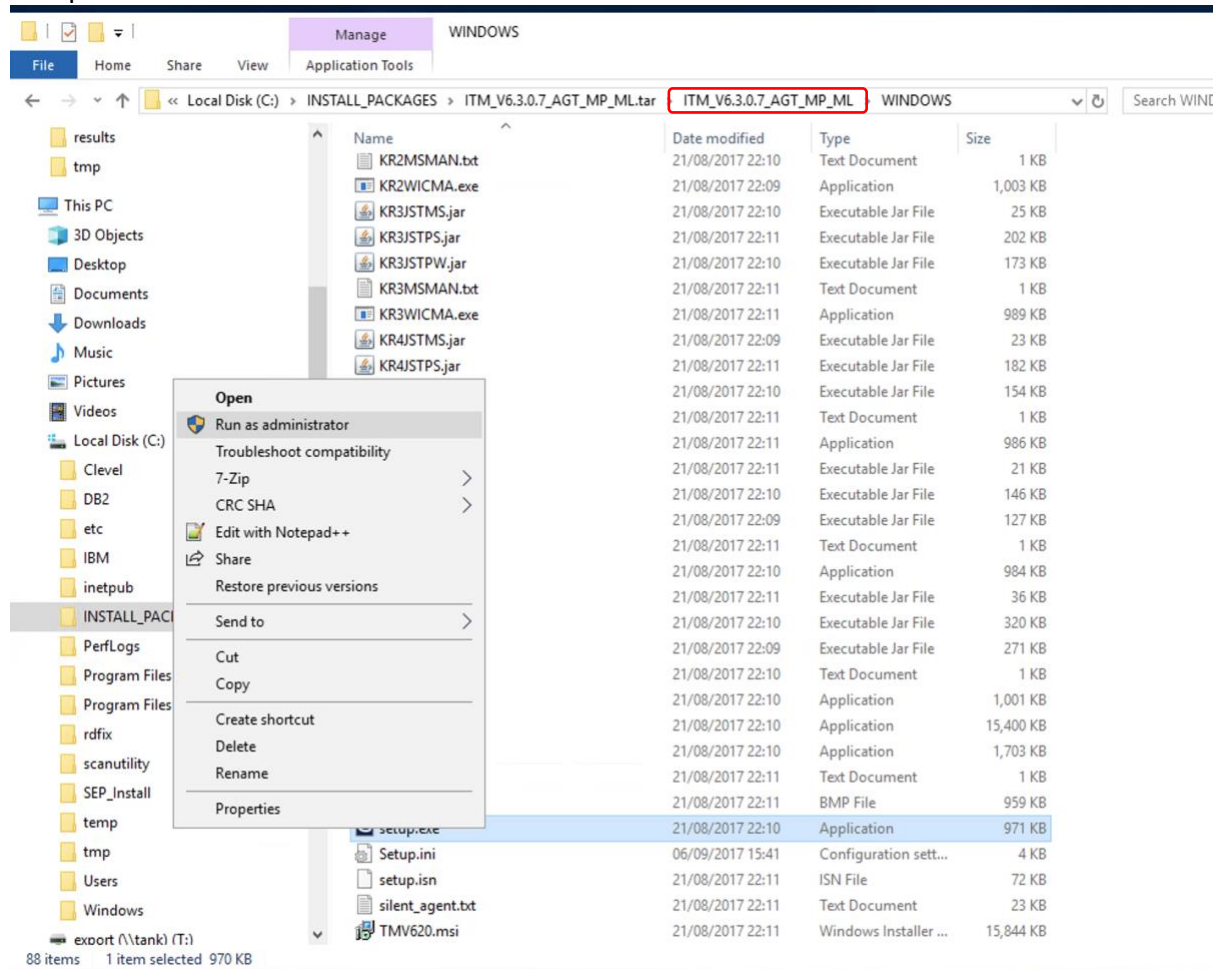
Steps followed:

- A) Install first ITM v6.3.0.7 NT agent
- B) Install WRT t5 7.4.0.1
- C) Upgrade WRT t5 to 7.4.0.2
- D) Upgrade WRT t5 to 7.4.0.2.14
- E) Install RRT T6 agent

Remark: if you want to install only RRT agent for example, steps B) to D) can be skipped.

A) Install ITM v6.3.0.7 NT agent

Setup.exe



Choose Destination Location

Select folder where setup will install files.



Setup will install Tivoli products into the directory listed below. To install into this directory, click Next. To change directories, click Browse and choose another directory. Any directory including C:\Program Files (x86)\ can be chosen. A common choice is C:\Program Files (x86)\IBM\ITM, but any directory can be used as long as it contains no other files. If you choose C:\Program Files (x86)\ be sure to add a sub-directory below C:\Program Files (x86)\ to isolate the install from other programs.

You can exit Setup by clicking Cancel.

Destination Folder

C:\IBM\ITM

Browse...

InstallShield

< Back

Next >

Cancel

Select Features

Select the features setup will install.

 Verify prerequisites

Select the features you want to install, and deselect the features you do not want to install.

- Tivoli Enterprise Monitoring Agents - TEMA
 - 32/64 Bit Agent Compatibility Package (x86-64 only)
 - Tivoli Enterprise Monitoring Agent Framework
 - Tivoli Enterprise Monitoring Agent Framework (x86-64 only)
 - Monitoring Agent for Windows OS
 - Monitoring Agent for Windows OS (x86-64 only)
 - Agentless Monitoring for Windows Operating Systems
 - Agentless Monitoring for AIX Operating Systems
 - Agentless Monitoring for Linux Operating Systems
 - Agentless Monitoring for HP-UX Operating Systems
 - Agentless Monitoring for Solaris Operating Systems
 - Tivoli Enterprise Services User Interface Extensions

Description

Product Code (KNT)
Release 06.03.00.07.00
BuildLevel 62801

216 MB of space required on the C drive

18851.03 MB of space available on the C drive

All agents require that application support files that contain agent-specific information be installed on the Tivoli Enterprise Monitoring Server that the agents will connect to, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal desktop and browser client.
Install application support before starting to install any Tivoli Enterprise Monitoring Agents.

InstallShield

< Back

Next >

Help

Cancel

NT agent installed:

Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]

Actions Options View Windows Help

Service/Application	Task/SubSystem...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.00		

```
C:\IBM\ITM>cd installITM
C:\IBM\ITM\InstallITM>kincinfo -t
***** Wednesday, February 23, 2022 03:21:41 PM *****
User       : itadmin           Group      : NA
Host Name  : FV46               Installer  : Ver: 063007000
CandleHome : C:\IBM\ITM
Installitm : C:\IBM\ITM\InstallITM
*****
...Product Inventory

PC PRODUCT DESC                                PLAT  VER          BUILD          INSTALL DATE
GL KGL(64-bit) CMA/Tivoli Enterprise Monitoring Agent Fram WIX64 06.30.07.00 d6350a         20220223 1439
NT KNT(64-bit) CMA/Monitoring Agent for Windows OS        WIX64 06.30.07.00 62801         20220223 1439

PC APPLICATION SUPPORT DESC                    PLAT  APP VER      BUILD          INSTALL DATE
IN Install INS/Windows Install Component       WINNT 06.30.07.00 201612161149 20220223 1439
IN TEMA(32-bit) INS/ITM 6.x Agent Install Component WINTT 06.30.07.00 201612161149 20220223 1439
IN TEMA(64-bit) INS/ITM 6.x Agent Install Component Extens WINNT 06.30.07.00 201612161149 20220223 1439
GS KGS(64-bit) GSK/IBM GSKit Security Interface WIX64 08.00.50.69 d6276a         20220223 1439
UI KUI(32-bit) CLI/Tivoli Enterprise Services User Interfa WINNT 06.30.07.00 201612161149 20220223 1439
C:\IBM\ITM\InstallITM>
```

```
C:\IBM\ITM\InstallITM>kincinfo -i
***** Wednesday, February 23, 2022 03:25:32 PM *****
User       : itadmin           Group      : NA
Host Name  : FV46               Installer  : Ver: 063007000
CandleHome : C:\IBM\ITM
Installitm : C:\IBM\ITM\InstallITM
*****
...Product Inventory

IN      Install INS/Windows Install Component
        WINNT Version: 06.30.07.00 Build: 201612161149

IN      TEMA(32-bit) INS/ITM 6.x Agent Install Component
        WINNT Version: 06.30.07.00 Build: 201612161149

IN      TEMA(64-bit) INS/ITM 6.x Agent Install Component Extensions
        WINNT Version: 06.30.07.00 Build: 201612161149

GL      KGL(64-bit) CMA/Tivoli Enterprise Monitoring Agent Framework
        WIX64 Version: 06.30.07.00 Build: d6350a

GS      KGS(64-bit) GSK/IBM GSKit Security Interface
        WIX64 Version: 08.00.50.69 Build: d6276a

NT      KNT(64-bit) CMA/Monitoring Agent for Windows OS
        WIX64 Version: 06.30.07.00 Build: 62801

UI      KUI(32-bit) CLI/Tivoli Enterprise Services User Interface
        WINNT Version: 06.30.07.00 Build: 201612161149

C:\IBM\ITM\InstallITM>
```

B) Install WRT t5 7.4.0.1

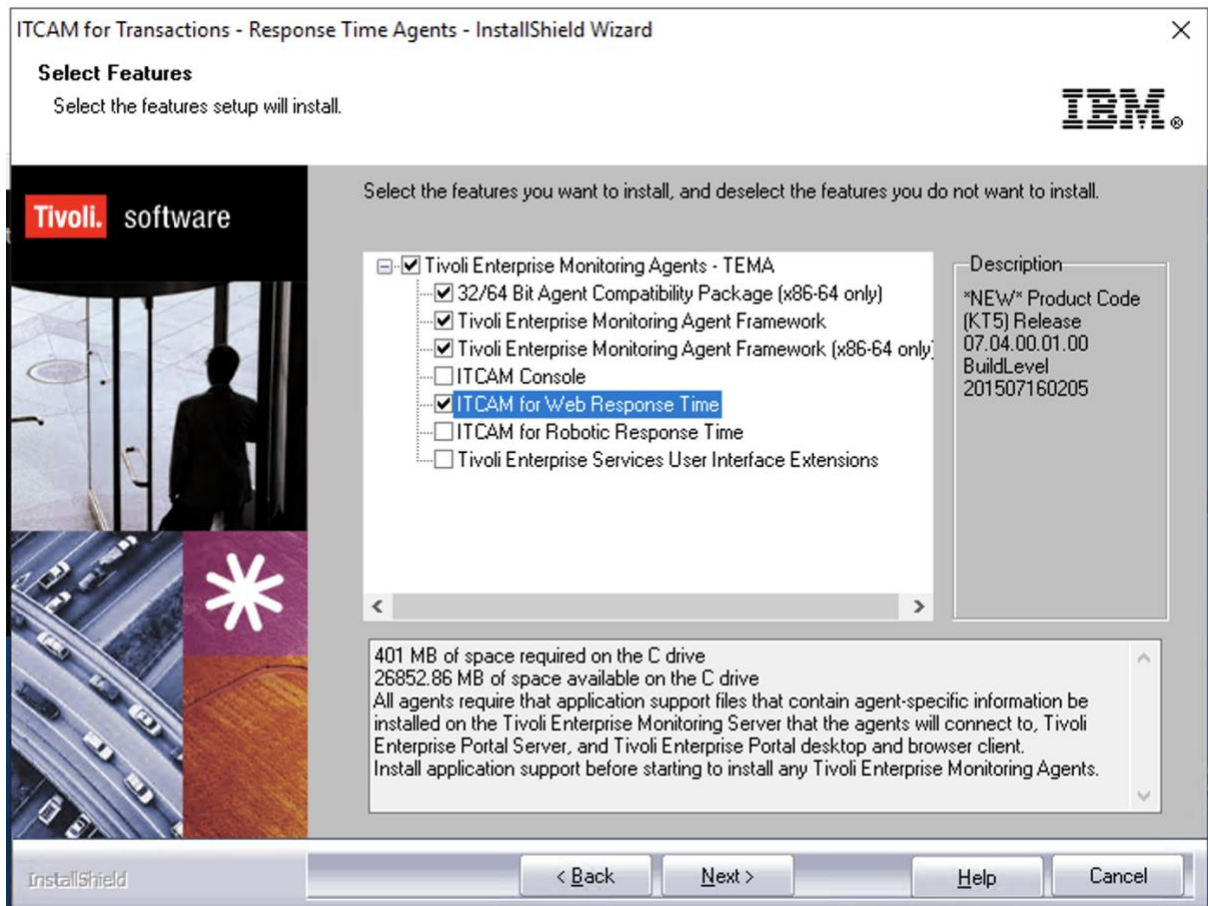
Prereqs : download and install Winpcap first (it's a prereq for WRT agent); then install WRT agent

Name	Date modified	Type	Size
ITCAM_FOR_TRAN_7.4.0.1_RT_WINS_EN	23/02/2022 15:15	File folder	
7.4.0.0-TIV-CAMRT-Windows-FP0002.zip	23/02/2022 14:16	Compressed (zipp...	1,004,289 KB
7.4.0.2-TIV-CAMRT-Windows-IF0014.zip	23/02/2022 14:15	Compressed (zipp...	1,000,026 KB
adv_agents_win_8.1.4.0.15.zip	19/05/2021 16:01	Compressed (zipp...	1,958,228 KB
ITCAM_FOR_TRAN_7.4.0.1_RT_WINS_EN.zip	23/02/2022 14:32	Compressed (zipp...	641,191 KB
ITM_V6.3.0.7_AGT_MP_ML.tar.gz	04/11/2019 12:11	GZ File	3,802,499 KB
WinPcap_4_1_3.exe	19/05/2021 16:32	Application	894 KB

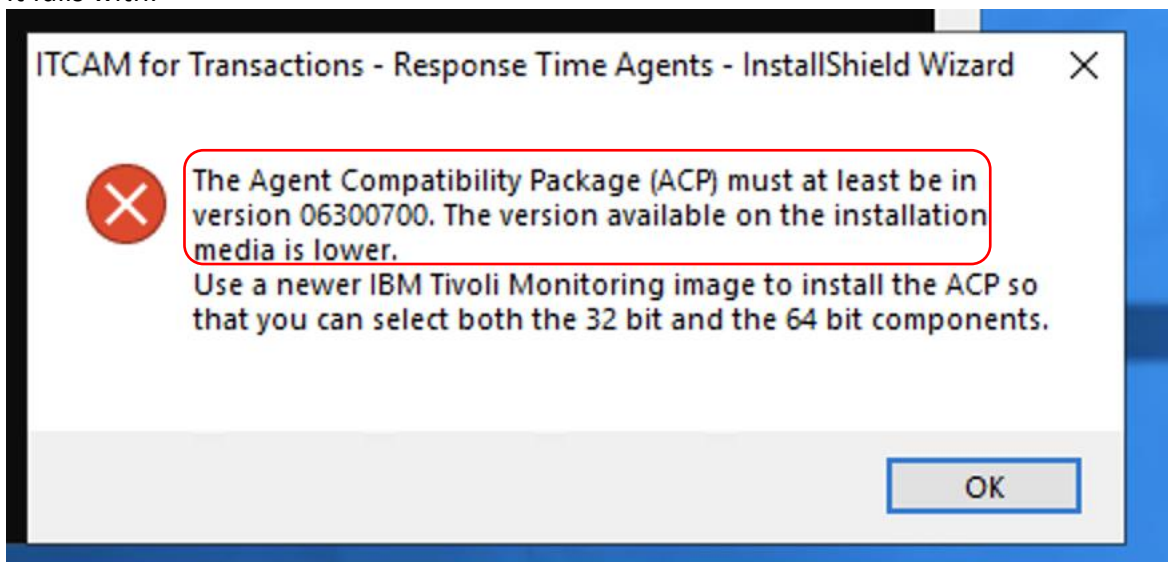
File Explorer path: This PC > Local Disk (C:) > INSTALL_PACKAGES > ITCAM_FOR_TRAN_7.4.0.1_RT_WINS_EN > WINDOWS

Name	Date modified	Type	Size
KT3WICNS.exe	16/07/2015 06:16	Application	11,908 KB
KT3WIXEB.exe	16/07/2015 06:16	Application	8,068 KB
KT3WIXEW.exe	16/07/2015 06:16	Application	5,989 KB
KT5JSTMS.jar	16/07/2015 06:16	Executable Jar File	68 KB
KT5JSTPS.jar	16/07/2015 06:16	Executable Jar File	13,257 KB
KT5JSTPW.jar	16/07/2015 06:16	Executable Jar File	531 KB
KT5MSMAN.txt	16/07/2015 06:16	Text Document	1 KB
KT5WICMA.exe	16/07/2015 06:16	Application	19,709 KB
KT5WICMS.exe	16/07/2015 06:16	Application	254 KB
ICNS.exe	16/07/2015 06:16	Application	13,522 KB
IXEB.exe	16/07/2015 06:16	Application	734 KB
IXEW.exe	16/07/2015 06:16	Application	283 KB
TMS.jar	16/07/2015 06:16	Executable Jar File	35 KB
TPS.jar	16/07/2015 06:16	Executable Jar File	20,066 KB
TPW.jar	16/07/2015 06:16	Executable Jar File	511 KB
SMAN.txt	16/07/2015 06:16	Text Document	1 KB
ICMA.exe	16/07/2015 06:16	Application	216,145 KB
ICMS.exe	16/07/2015 06:16	Application	230 KB
ICNS.exe	16/07/2015 06:16	Application	20,311 KB
IXEB.exe	16/07/2015 06:16	Application	711 KB
IXEW.exe	16/07/2015 06:16	Application	247 KB
ICMA.exe	11/04/2014 14:45	Application	14,518 KB
CLI.exe	11/04/2014 14:45	Application	1,703 KB
bm_license	16/07/2015 06:16	File	0 KB
ME.TXT	16/07/2015 06:16	Text Document	1 KB
BMP	16/07/2015 06:16	BMP File	959 KB
setup.exe	16/07/2015 06:16	Application	973 KB
Setup.ini	16/07/2015 06:17	Configuration sett...	4 KB
setup.isn	11/04/2014 14:45	ISN File	272 KB
silent.txt	16/07/2015 06:16	Text Document	18 KB
TMV620.msi	11/04/2014 14:45	Windows Installer ...	6,307 KB

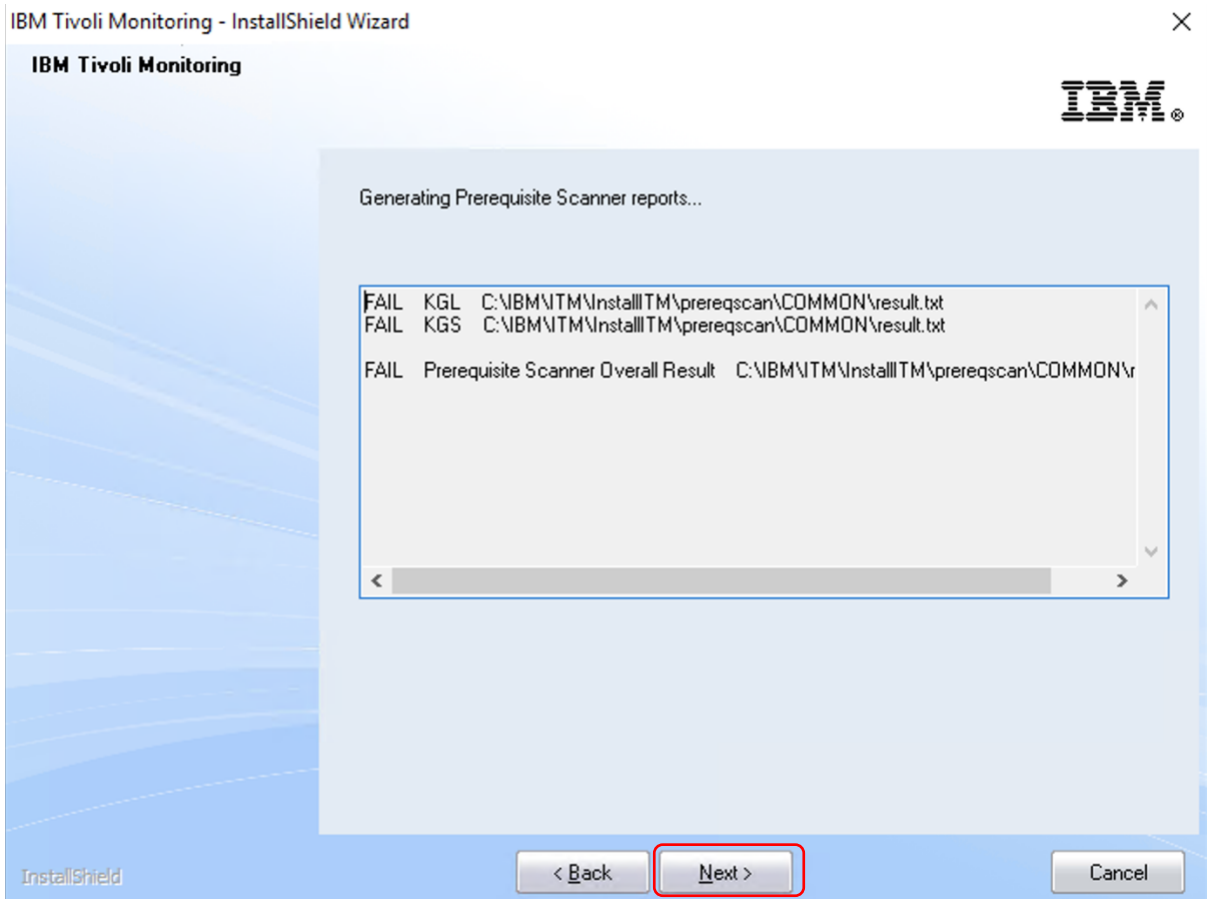
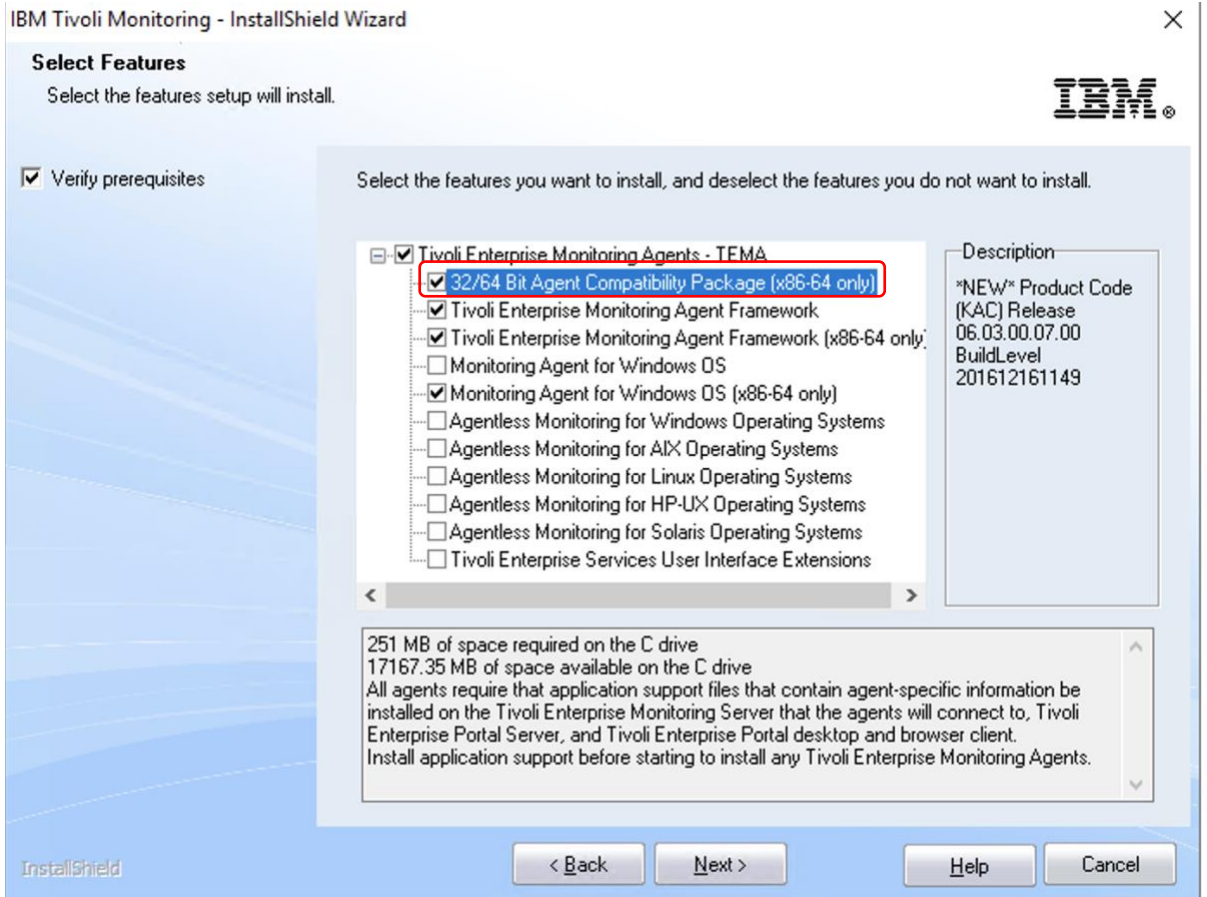
Context menu options: Open, Run as administrator, Troubleshoot compatibility, 7-Zip, CRC SHA, Edit with Notepad++, Share, Restore previous versions, Send to, Cut, Copy, Create shortcut, Delete, Rename, Properties.

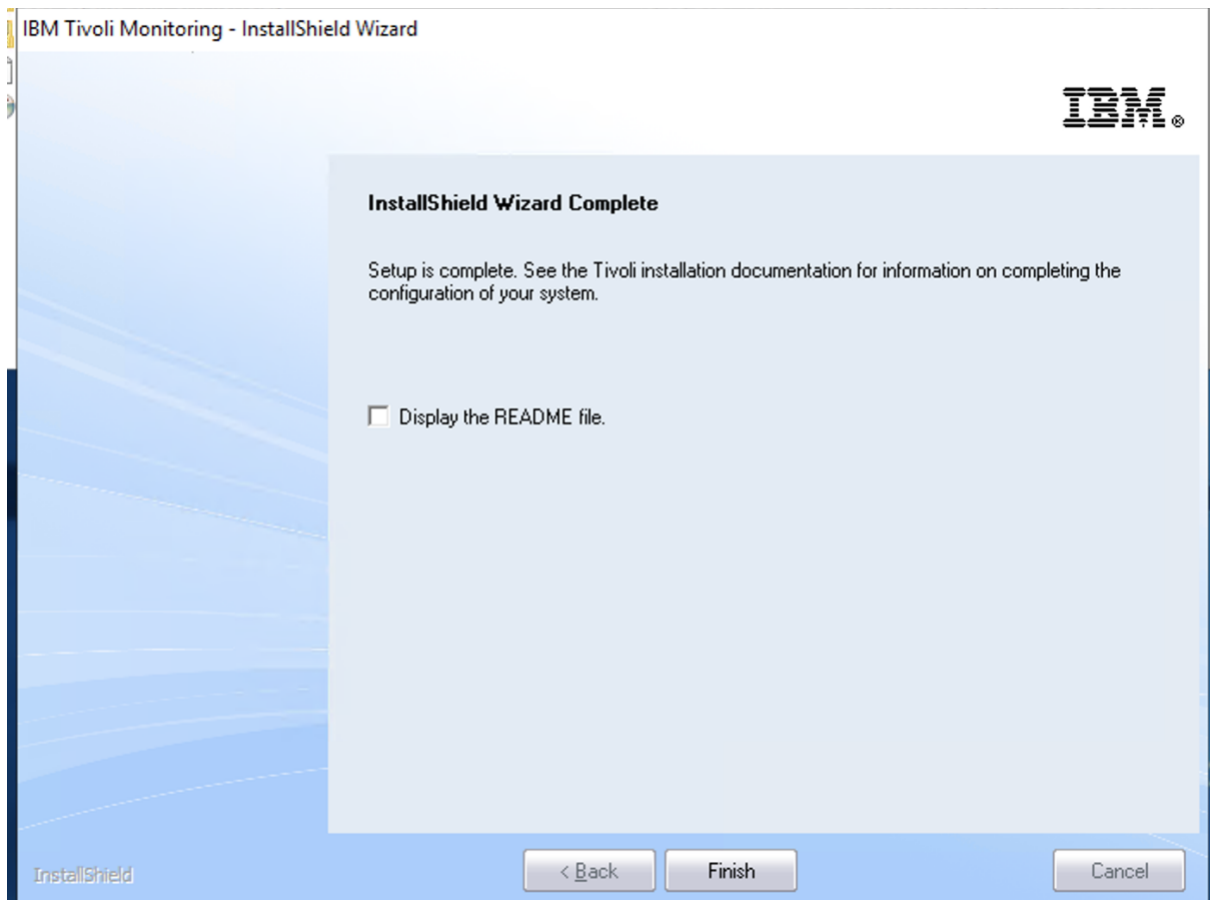
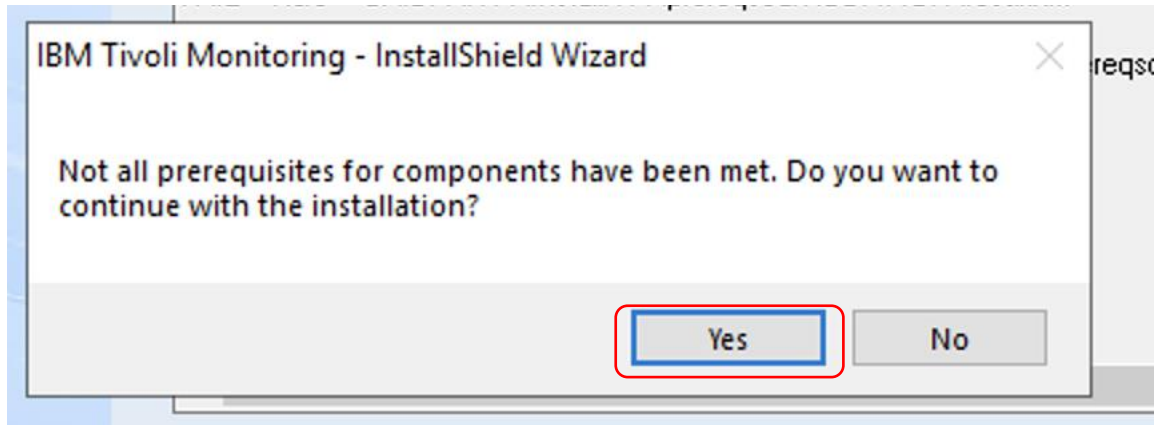


It fails with:



Because of the above error with ACP, I launched again ITM 6307 agent installer, and installed the ACP component:





```
C:\IBM\ITM\InstallITM>kincinfo -i
***** Wednesday, February 23, 2022 03:39:01 PM *****
User       : itadmin           Group      : NA
Host Name  : FV46              Installer  : Ver: 063007000
CandleHome : C:\IBM\ITM
Installitm : C:\IBM\ITM\InstallITM
*****
...Product Inventory

IN         Install INS/Windows Install Component
           WINNT Version: 06.30.07.00 Build: 201612161149

IN         TEMA(32-bit) INS/ITM 6.x Agent Install Component
           WINNT Version: 06.30.07.00 Build: 201612161149

IN         TEMA(64-bit) INS/ITM 6.x Agent Install Component Extensions
           WINNT Version: 06.30.07.00 Build: 201612161149

AC         KAC(64-bit) CMA/32/64 Bit Agent Compatibility Package
           WIX64 Version: 06.30.07.00 Build: 201612161149

GL         KGL(64-bit) CMA/Tivoli Enterprise Monitoring Agent Framework
           WIX64 Version: 06.30.07.00 Build: d6350a

GL         KGL(32-bit) CMA/Tivoli Enterprise Monitoring Agent Framework
           WINNT Version: 06.30.07.00 Build: d6350a

GS         KGS(64-bit) GSK/IBM GSKit Security Interface
           WIX64 Version: 08.00.50.69 Build: d6276a

GS         KGS(32-bit) GSK/IBM GSKit Security Interface
           WINNT Version: 08.00.50.69 Build: d6276a

NT         KNT(64-bit) CMA/Monitoring Agent for Windows OS
           WIX64 Version: 06.30.07.00 Build: 62801

UI         KUI(32-bit) CLI/Tivoli Enterprise Services User Interface
           WINNT Version: 06.30.07.00 Build: 201612161149

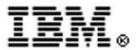
C:\IBM\ITM\InstallITM>_
```


Then I launched again **Install WRT t5 7.4.0.1**

ITCAM for Transactions - Response Time Agents - InstallShield Wizard

Select Features

Select the features setup will install.





Select the features you want to install, and deselect the features you do not want to install.

Feature	Description
<input checked="" type="checkbox"/> Tivoli Enterprise Monitoring Agents - TEMA	*NEW* Product Code (KT5) Release 07.04.00.01.00 BuildLevel 201507160205
<input checked="" type="checkbox"/> 32/64 Bit Agent Compatibility Package (x86-64 only)	
<input checked="" type="checkbox"/> Tivoli Enterprise Monitoring Agent Framework	
<input checked="" type="checkbox"/> Tivoli Enterprise Monitoring Agent Framework (x86-64 only)	
<input type="checkbox"/> ITCAM Console	
<input checked="" type="checkbox"/> ITCAM for Web Response Time	
<input type="checkbox"/> ITCAM for Robotic Response Time	
<input type="checkbox"/> Tivoli Enterprise Services User Interface Extensions	

401 MB of space required on the C drive
17107.90 MB of space available on the C drive
All agents require that application support files that contain agent-specific information be installed on the Tivoli Enterprise Monitoring Server that the agents will connect to, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal desktop and browser client.
Install application support before starting to install any Tivoli Enterprise Monitoring Agents.

InstallShield < Back Next > Help Cancel


It passed the "prerequisites"

ITCAM for Transactions - Response Time Agents - InstallShield Wizard

Start Copying Files

Review settings before copying files.





Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.

Current Settings:

A previous install has been detected and will be updated.
Install into Directory: C:\IBM\ITM
Add Program Folder: IBM Tivoli Monitoring

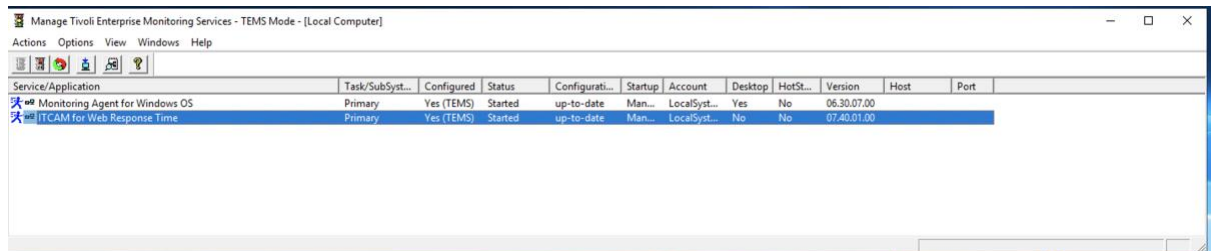
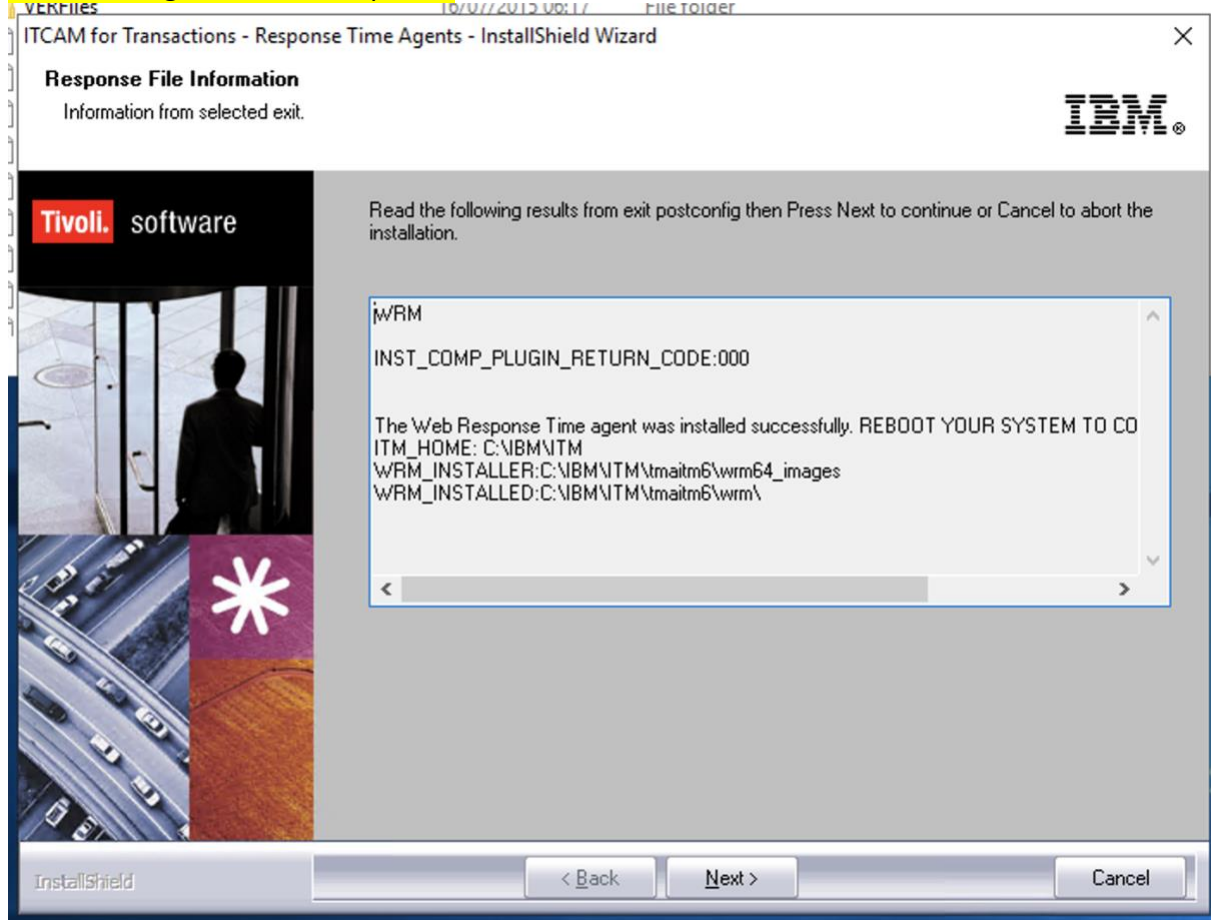
Available Disk Space: 16967 MB
Required Disk Space: 301 MB
Deploy Required Disk Space: 0 MB
TEMP Total Disk Space Required: 100 MB
Total Disk Space Required: 401 MB

Install the following features:

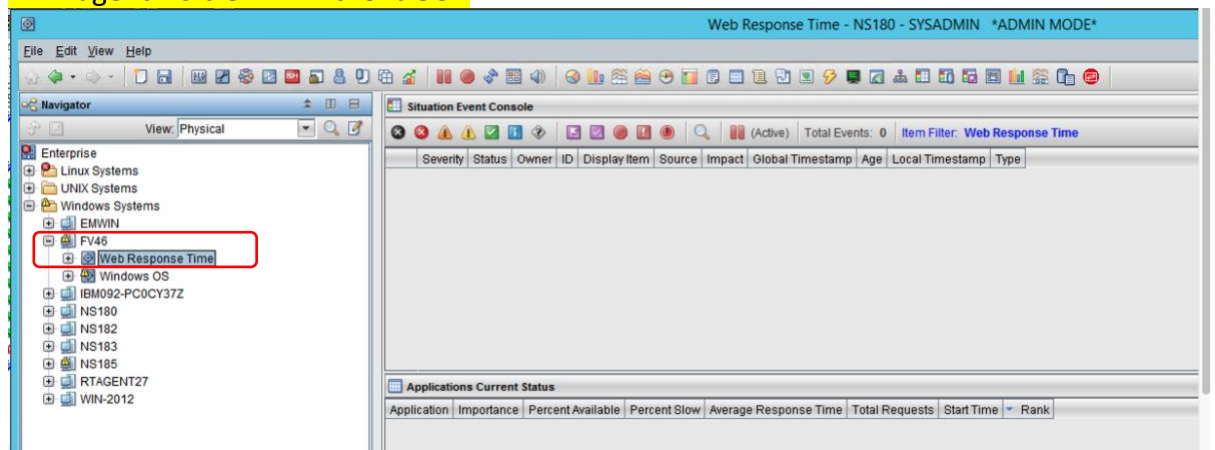
Tivoli Enterprise Monitoring Agents - TEMA:
32/64 Bit Agent Compatibility Package (x86-64 only) not installed - currently installed is lat
Tivoli Enterprise Monitoring Agent Framework not installed - currently installed is later!
Tivoli Enterprise Monitoring Agent Framework (x86-64 only) not installed - currently installed is later!
ITCAM for Web Response Time

InstallShield < Back Next > Cancel

WRT 7401 agent install completed

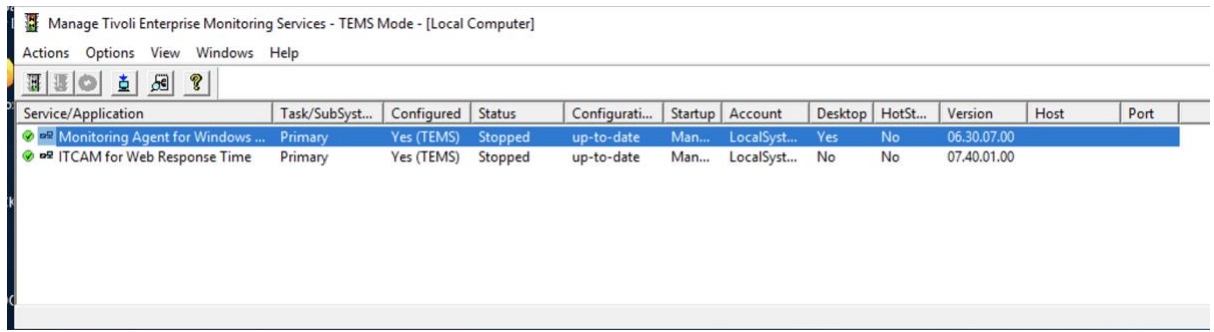


WRT agent visible in TEP client GUI:



Rebooted the system after the installation was fully completed.

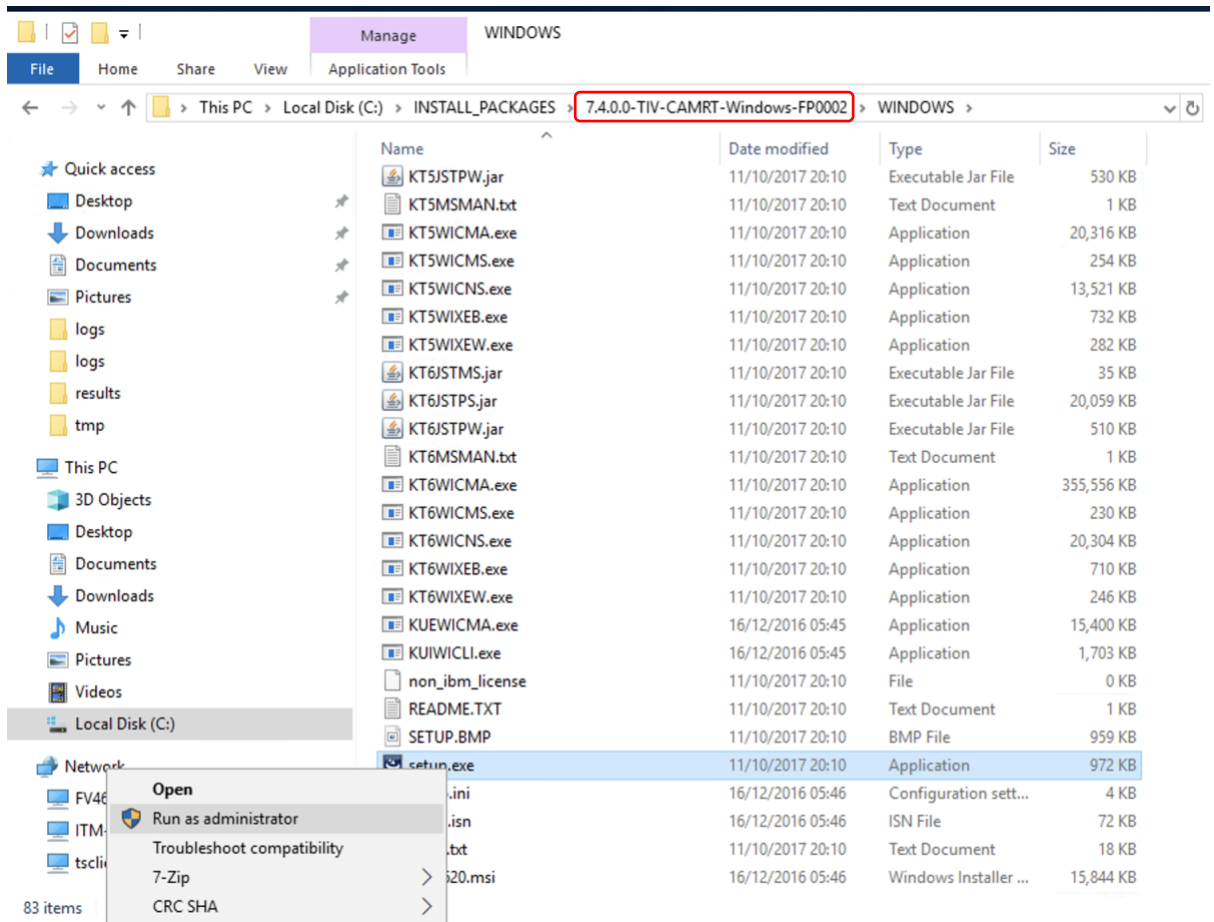
C) Upgrade WRT t5 to 7.4.0.2



Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]

Actions Options View Windows Help

Service/Application	Task/SubSystem...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Stopped	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Stopped	up-to-date	Man...	LocalSyst...	No	No	07.40.01.00		



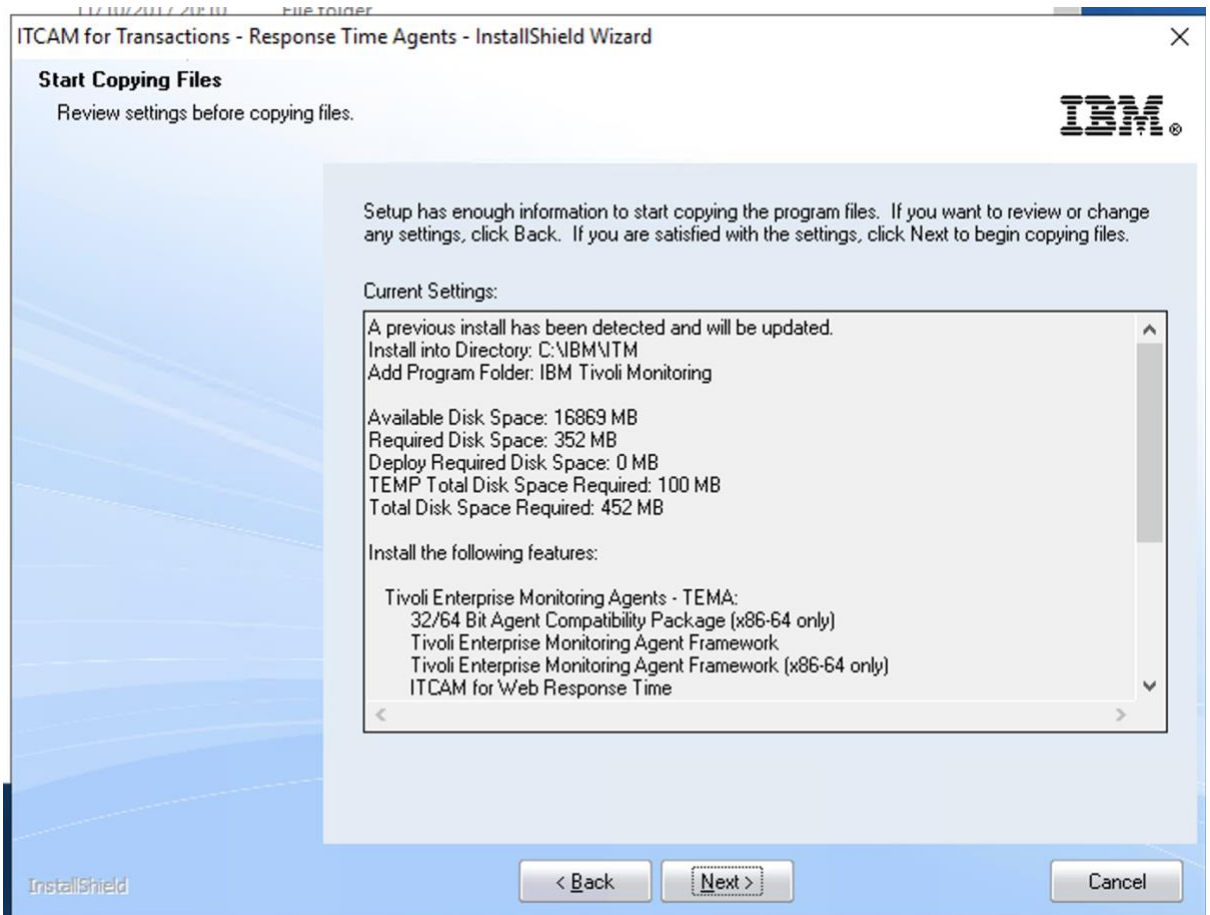
File Home Share View Application Tools Manage WINDOWS

This PC > Local Disk (C:) > INSTALL_PACKAGES > 7.4.0.0-TIV-CAMRT-Windows-FP0002 > WINDOWS

Name	Date modified	Type	Size
KT5JSTPW.jar	11/10/2017 20:10	Executable Jar File	530 KB
KT5MSMAN.txt	11/10/2017 20:10	Text Document	1 KB
KT5WICMA.exe	11/10/2017 20:10	Application	20,316 KB
KT5WICMS.exe	11/10/2017 20:10	Application	254 KB
KT5WICNS.exe	11/10/2017 20:10	Application	13,521 KB
KT5WIXEB.exe	11/10/2017 20:10	Application	732 KB
KT5WIXEW.exe	11/10/2017 20:10	Application	282 KB
KT6JSTMS.jar	11/10/2017 20:10	Executable Jar File	35 KB
KT6JSTPS.jar	11/10/2017 20:10	Executable Jar File	20,059 KB
KT6JSTPW.jar	11/10/2017 20:10	Executable Jar File	510 KB
KT6MSMAN.txt	11/10/2017 20:10	Text Document	1 KB
KT6WICMA.exe	11/10/2017 20:10	Application	355,556 KB
KT6WICMS.exe	11/10/2017 20:10	Application	230 KB
KT6WICNS.exe	11/10/2017 20:10	Application	20,304 KB
KT6WIXEB.exe	11/10/2017 20:10	Application	710 KB
KT6WIXEW.exe	11/10/2017 20:10	Application	246 KB
KUEWICMA.exe	16/12/2016 05:45	Application	15,400 KB
KUIWICLI.exe	16/12/2016 05:45	Application	1,703 KB
non_ibm_license	11/10/2017 20:10	File	0 KB
README.TXT	11/10/2017 20:10	Text Document	1 KB
SETUP.BMP	11/10/2017 20:10	BMP File	959 KB
setup.exe	11/10/2017 20:10	Application	972 KB
.ini	16/12/2016 05:46	Configuration sett...	4 KB
.isn	16/12/2016 05:46	ISN File	72 KB
.txt	11/10/2017 20:10	Text Document	18 KB
20.msi	16/12/2016 05:46	Windows Installer ...	15,844 KB

83 items

Open
Run as administrator
Troubleshoot compatibility
7-Zip
CRC SHA

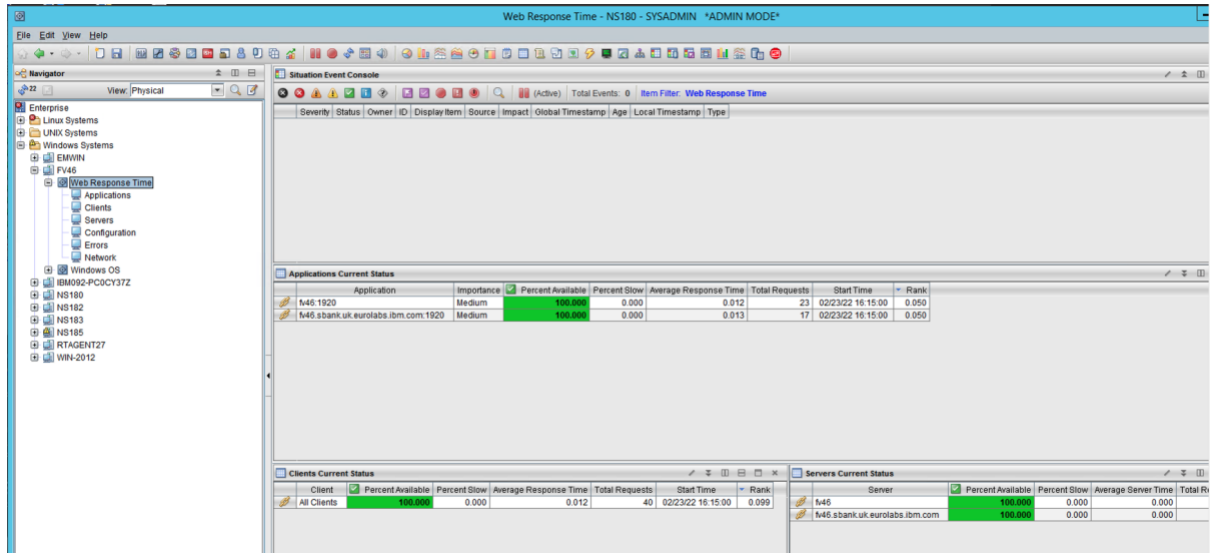


Results, once the upgrade is completed:

Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]

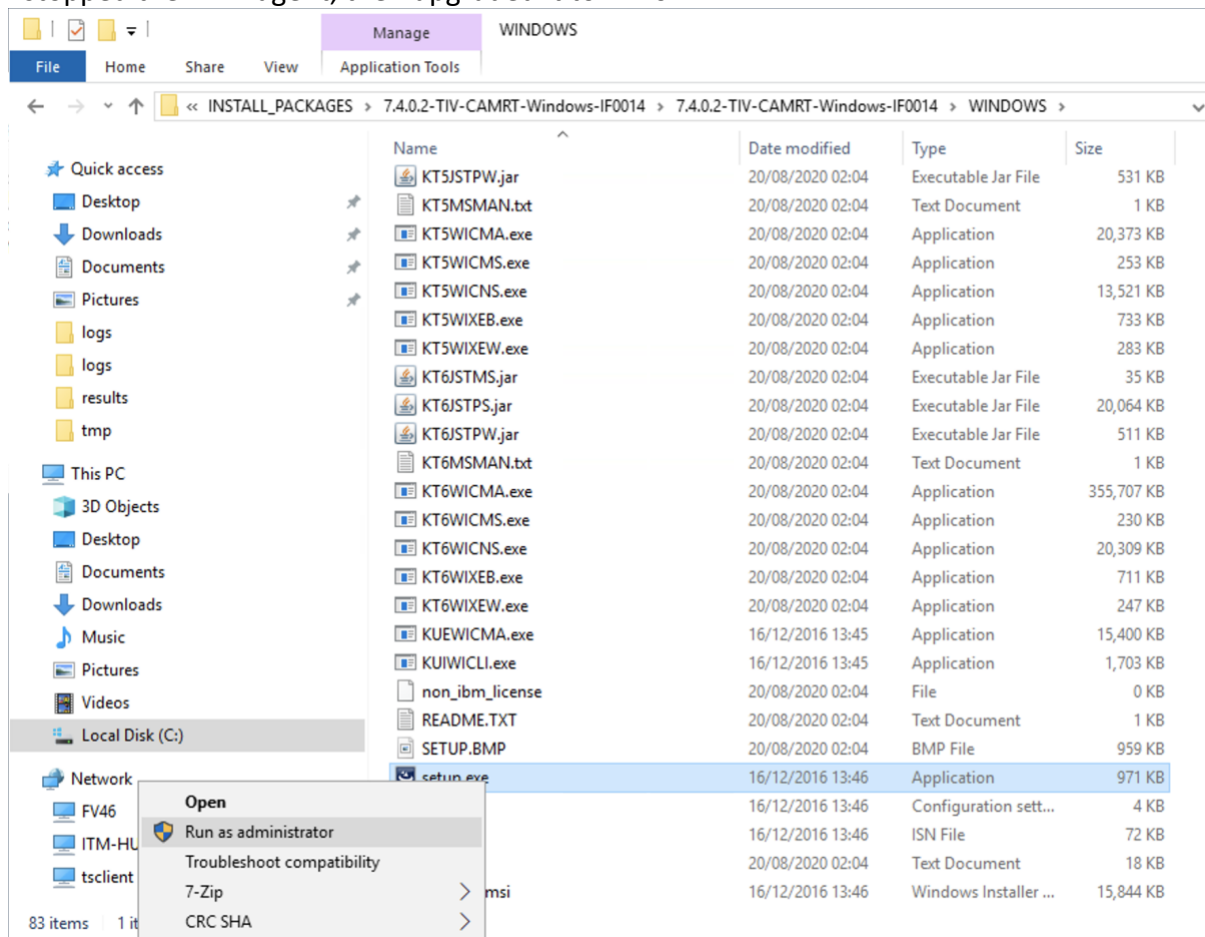
Actions Options View Windows Help

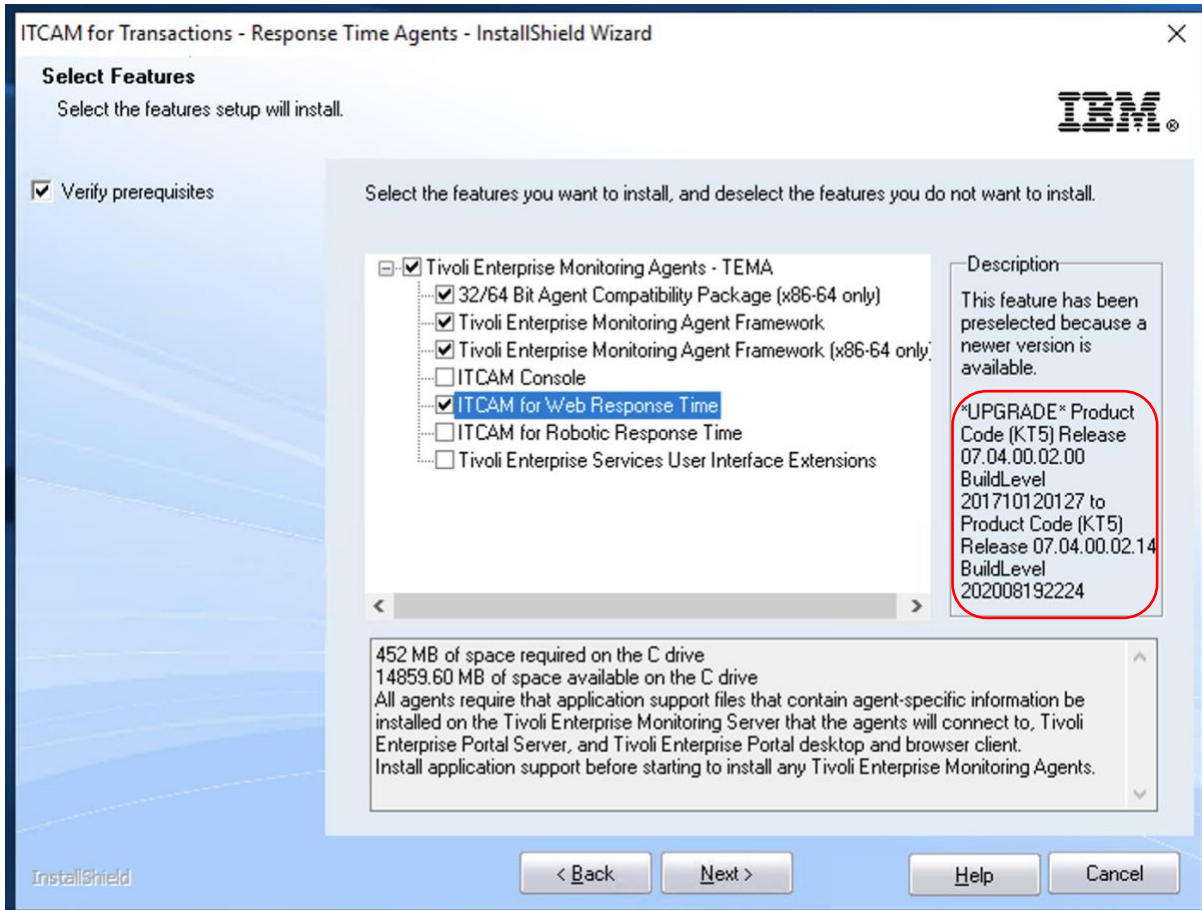
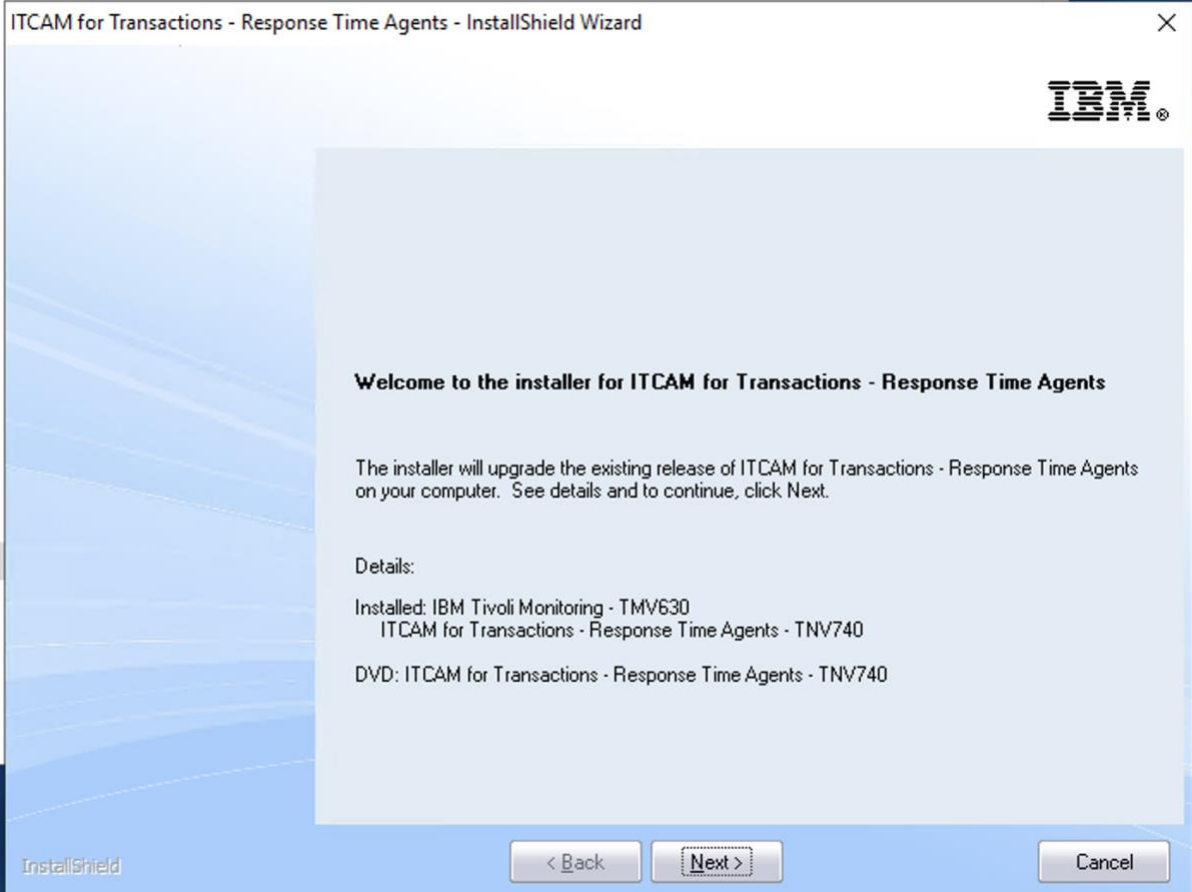
Service/Application	Task/SubSyst...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	No	No	07.40.02.00		



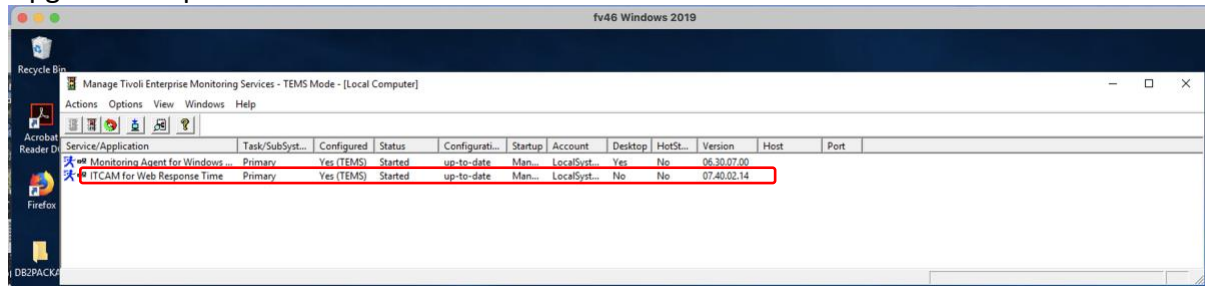
D) Upgrade WRT t5 to 7.4.0.2.14

I stopped the WRT agent, then upgraded it to 7.4.0.2 IF14





Upgrade completed



E) **Installation of Robotic Response Time t6 agent over ITM v6 NT agent 6.3.0.7 SP2**

<https://www.ibm.com/support/pages/ibm-tivoli-monitoring-630-fix-pack-7-service-pack-2-6307-tiv-itm-sp0002-readme>

NT Monitoring Agent for Windows OS (06.30.07.03)

Upgraded NT agent to 6.3.0.7 SP2

Doc (sp2 readme) says as below; but could not find 'sppatch.exe', so I used setup.exe instead....

https://www.ibm.com/support/pages/ibm-tivoli-monitoring-630-fix-pack-7-service-pack-2-6307-tiv-itm-sp0002-readme#before_installing

js Documentation Forums Cases Monitoring Manage support account

```
# $CANDLEHOME/bin/cinfo -p ui
```

```
***** Wed Apr 3 17:36:00 EDT 2019 *****
User: root Groups: system bin sys security cron audit lp idslldap
Host name : itmmtlpm2 Installer Lvl:06.30.07.00
CandleHome: /opt/IBM/ITM
*****
Platform codes:
aix536 : Current machine
>>>> aix536 : Product (ui)
tmaitm6/aix536 : CT Framework (ax)
```

2. For Windows installs:

```
cd <TEMP>/6.3.0.7-TIV-ITM-SP0002/
```

```
sppatch.exe -h %CANDLE_HOME% -i kui_winnt_tecm_if0007.cab
```

If the patch installs successfully, sppatch should return the following message:

```
"Command completed successfully"
```

File Explorer window showing the contents of a folder named '6.3.0.7-TIV-ITM-SP0002' within the path 'This PC > Local Disk (C:) > INSTALL_PACKAGES > 6.3.0.7-TIV-ITM-SP0002 > bundles > WINDOWS'.

The folder contains 66 items, with 1 item selected (970 KB). The selected item is 'setup.exe'.

Name	Date modified	Type	Size
104b.mst	10/10/2019 04:16	MST File	88 KB
1049.mst	10/10/2019 04:16	MST File	140 KB
2052.mst	10/10/2019 04:17	MST File	84 KB
INSTALL.exe	10/10/2019 04:16	Application	11,718 KB
INSTALLX.exe	10/10/2019 04:14	Application	26,430 KB
INSTALLY.exe	10/10/2019 04:16	Application	3,684 KB
instmsiw.exe	10/10/2019 04:16	Application	1,780 KB
ISSetup.dll	10/10/2019 04:14	Application extens...	4,618 KB
KAC64CMA.exe	10/10/2019 04:17	Application	201 KB
KGL64CMA.exe	10/10/2019 04:17	Application	14,969 KB
KGLWICMA.exe	10/10/2019 04:14	Application	11,444 KB
KGS64GSK.exe	10/10/2019 04:17	Application	11,440 KB
KGSWIGSK.exe	10/10/2019 04:14	Application	10,115 KB
KJM64JVM.exe	10/10/2019 04:14	Application	167,505 KB
KJMWIJVM.exe	10/10/2019 04:16	Application	140,245 KB
KJMWIXEB.exe	10/10/2019 04:56	Application	1,401,869 KB
KLZWICMS.exe	10/10/2019 04:56	Application	283 KB
KLZWICNS.exe	10/10/2019 04:56	Application	878 KB
KNT64CMA.exe	10/10/2019 04:17	Application	2,679 KB
KNTJSTMS.jar	10/10/2019 04:16	Executable Jar File	168 KB
KNTJSTPS.jar	10/10/2019 04:15	Executable Jar File	1,602 KB
KNTJSTPW.jar	10/10/2019 04:17	Executable Jar File	562 KB
KNTMSMAN.txt	10/10/2019 04:15	Text Document	1 KB
KNTWICMA.exe	10/10/2019 04:14	Application	2,344 KB
KUEWICMA.exe	10/10/2019 04:14	Application	15,580 KB
KUIWICLI.exe	10/10/2019 04:14	Application	1,703 KB
README.TXT	10/10/2019 04:16	Text Document	1 KB
SETUP.BMP	10/10/2019 04:14	BMP File	959 KB
setup.exe	10/10/2019 04:15	Application	971 KB
Setup.ini	/2019 15:28	Configuration sett...	4 KB
setup.isn	/2019 04:16	ISN File	72 KB
silent_agent.txt	/2019 04:17	Text Document	23 KB
TMV620.msi	/2019 04:16	Windows Installer ...	15,844 KB

66 items 1 item selected 970 KB



Select Features

Select the features setup will install.



Verify prerequisites

Select the features you want to install, and deselect the features you do not want to install.

- Tivoli Enterprise Monitoring Agents - TEMA
 - 32/64 Bit Agent Compatibility Package (x86-64 only)
 - Tivoli Enterprise Monitoring Agent Framework
 - Tivoli Enterprise Monitoring Agent Framework (x86-64 only)
 - Monitoring Agent for Windows OS
 - Monitoring Agent for Windows OS (x86-64 only)
 - Tivoli Enterprise Services User Interface Extensions

Description

This feature has been preselected because a newer version is available.

UPGRADE* Product Code (KNT) Release 06.03.00.07.00
BuildLevel 62801 to Product Code (KNT) Release 06.03.00.07.03
BuildLevel 92131

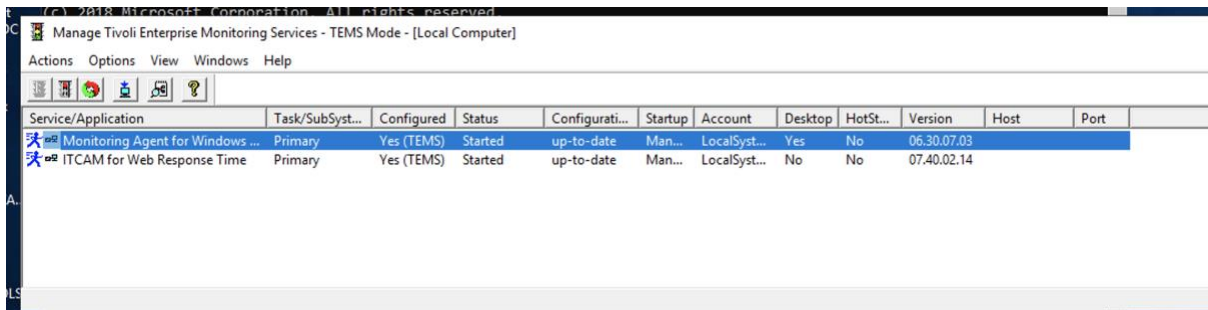
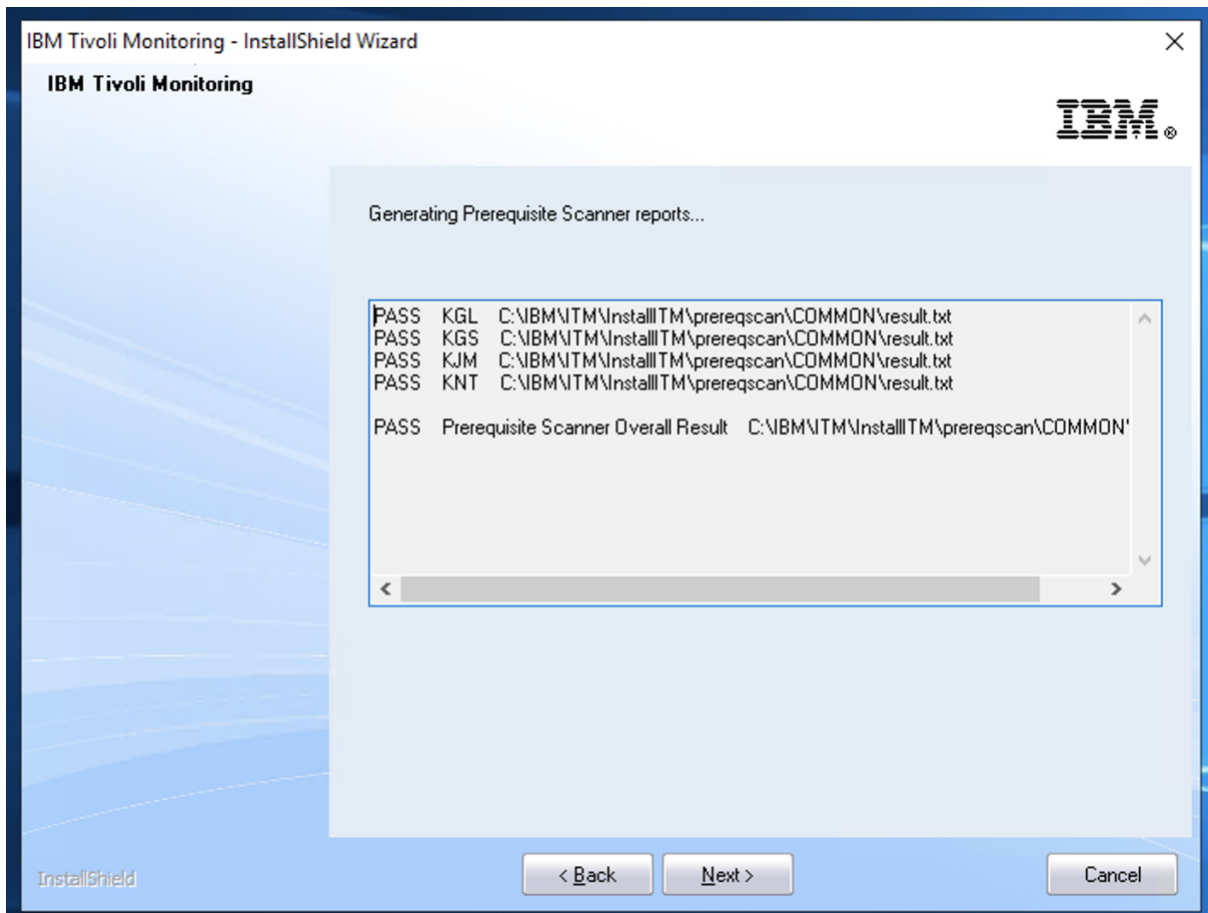
500 MB of space required on the C drive
7596.36 MB of space available on the C drive
All agents require that application support files that contain agent-specific information be installed on the Tivoli Enterprise Monitoring Server that the agents will connect to, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal desktop and browser client.
Install application support before starting to install any Tivoli Enterprise Monitoring Agents.

< Back

Next >

Help

Cancel



```
CA Select Administrator: Command Prompt
C:\IBM\ITM\InstallITM>kincinfo -i
***** Wednesday, February 23, 2022 04:59:20 PM *****
User       : itadmin          Group      : NA
Host Name  : FV46             Installer  : Ver: 063007070
CandleHome : C:\IBM\ITM
Installitm : C:\IBM\ITM\InstallITM
*****
...Product Inventory

IN      Install INS/Windows Install Component
        WINNT Version: 06.30.07.07 Build: 201909172002

IN      TEMA(32-bit) INS/ITM 6.x Agent Install Component
        WINNT Version: 06.30.07.07 Build: 201909172002

IN      TEMA(64-bit) INS/ITM 6.x Agent Install Component Extensions
        WINNT Version: 06.30.07.07 Build: 201909172002

AC      KAC(64-bit) CMA/32/64 Bit Agent Compatibility Package
        WIX64 Version: 06.30.07.07 Build: 201909172002

GL      KGL(64-bit) CMA/Tivoli Enterprise Monitoring Agent Framework
        WIX64 Version: 06.30.07.10 Build: d9282b

GL      KGL(32-bit) CMA/Tivoli Enterprise Monitoring Agent Framework
        WINNT Version: 06.30.07.10 Build: d9282b

GS      KGS(64-bit) GSK/IBM GSKit Security Interface
        WIX64 Version: 08.00.50.88 Build: d9241a

GS      KGS(32-bit) GSK/IBM GSKit Security Interface
        WINNT Version: 08.00.50.88 Build: d9241a

JM      KJM(32-bit) JVM/Embedded JVM
        WINNT Version: 08.05.35.00 Build: 201906250917

NT      KNT(64-bit) CMA/Monitoring Agent for Windows OS
        WIX64 Version: 06.30.07.03 Build: 92131

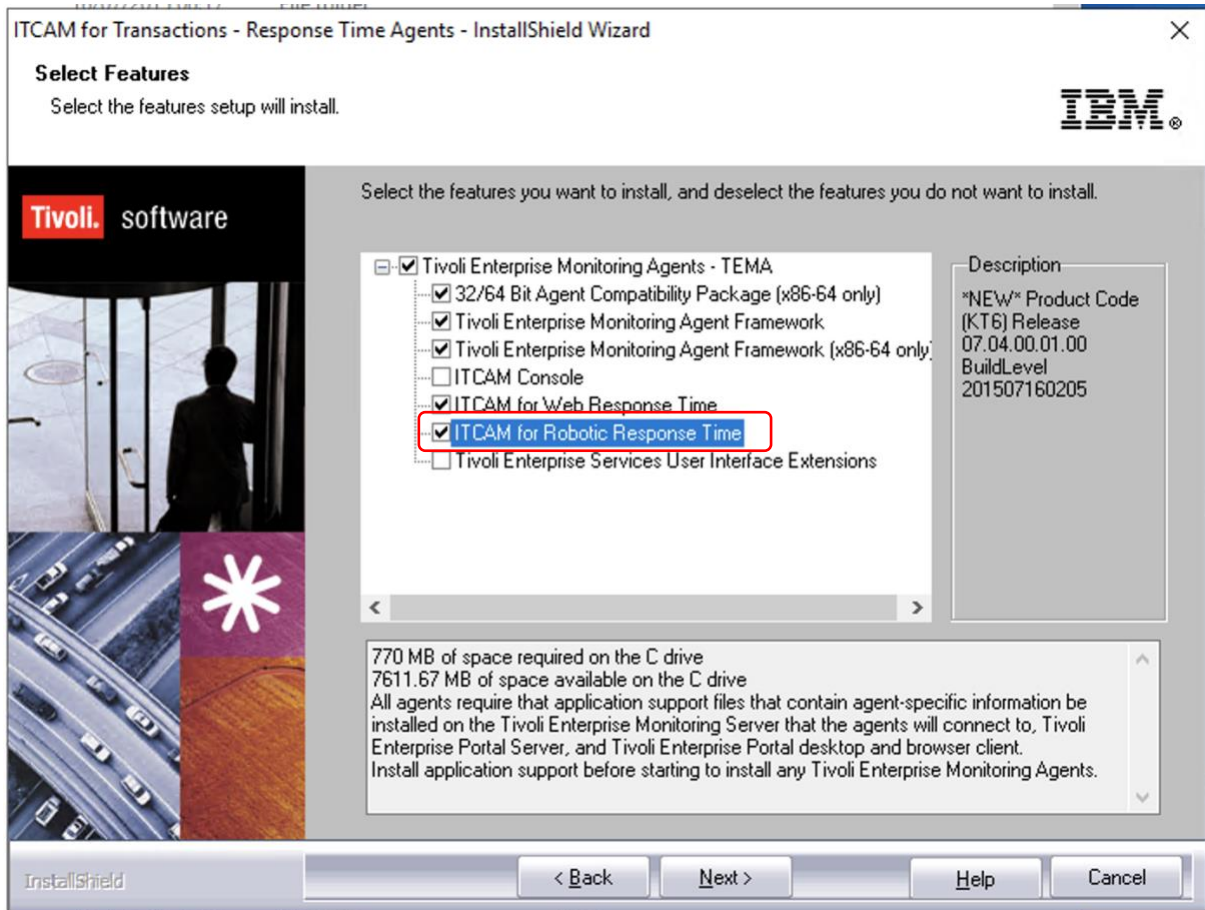
T5      KT5(32-bit) CMA/ITCAM for Web Response Time
        WINNT Version: 07.40.02.14 Build: 202008192224

UI      KUI(32-bit) CLI/Tivoli Enterprise Services User Interface
        WINNT Version: 06.30.07.07 Build: 201909172002

C:\IBM\ITM\InstallITM>_
```

Installed RRT t6 agent v7.4.0.1:

		ITCAM_FOR_TRAN_7.4.0.1_RT_WINS_EN		WINDOWS	
		Name	Date modified	Type	Size
iss		KT3WICMA.exe	16/07/2015 06:16	Application	14,718 KB
		KT3WICMS.exe	16/07/2015 06:16	Application	232 KB
ds		KT3WICNS.exe	16/07/2015 06:16	Application	11,908 KB
		KT3WIXEB.exe	16/07/2015 06:16	Application	8,068 KB
nts		KT3WIXEW.exe	16/07/2015 06:16	Application	5,989 KB
		KT5JSTMS.jar	16/07/2015 06:16	Executable Jar File	68 KB
		KT5JSTPS.jar	16/07/2015 06:16	Executable Jar File	13,257 KB
		KT5JSTPW.jar	16/07/2015 06:16	Executable Jar File	531 KB
		KT5MSMAN.txt	16/07/2015 06:16	Text Document	1 KB
		KT5WICMA.exe	16/07/2015 06:16	Application	19,709 KB
		KT5WICMS.exe	16/07/2015 06:16	Application	254 KB
		KT5WICNS.exe	16/07/2015 06:16	Application	13,522 KB
ts		KT5WIXEB.exe	16/07/2015 06:16	Application	734 KB
		KT5WIXEW.exe	16/07/2015 06:16	Application	283 KB
nts		KT6JSTMS.jar	16/07/2015 06:16	Executable Jar File	35 KB
ds		KT6JSTPS.jar	16/07/2015 06:16	Executable Jar File	20,066 KB
		KT6JSTPW.jar	16/07/2015 06:16	Executable Jar File	511 KB
		KT6MSMAN.txt	16/07/2015 06:16	Text Document	1 KB
		KT6WICMA.exe	16/07/2015 06:16	Application	216,145 KB
		KT6WICMS.exe	16/07/2015 06:16	Application	230 KB
k (C:)		KT6WICNS.exe	16/07/2015 06:16	Application	20,311 KB
.tank (T:)		KT6WIXEB.exe	16/07/2015 06:16	Application	711 KB
		KT6WIXEW.exe	16/07/2015 06:16	Application	247 KB
		KUEWICMA.exe	11/04/2014 14:45	Application	14,518 KB
		KUIWICLI.exe	11/04/2014 14:45	Application	1,703 KB
l-2019DC		non_ibm_license	16/07/2015 06:16	File	0 KB
		README.TXT	16/07/2015 06:16	Text Document	1 KB
		SETUP.BMP	16/07/2015 06:16	BMP File	959 KB
		setup.exe	16/07/2015 06:16	Application	973 KB
		Setup.ini	16/07/2015 06:17	Configuration sett...	4 KB
		setup.isn	11/04/2014 14:45	ISN File	272 KB
		silent.txt	16/07/2015 06:16	Text Document	18 KB
		TMV620.msi	11/04/2014 14:45	Windows Installer ...	6,307 KB



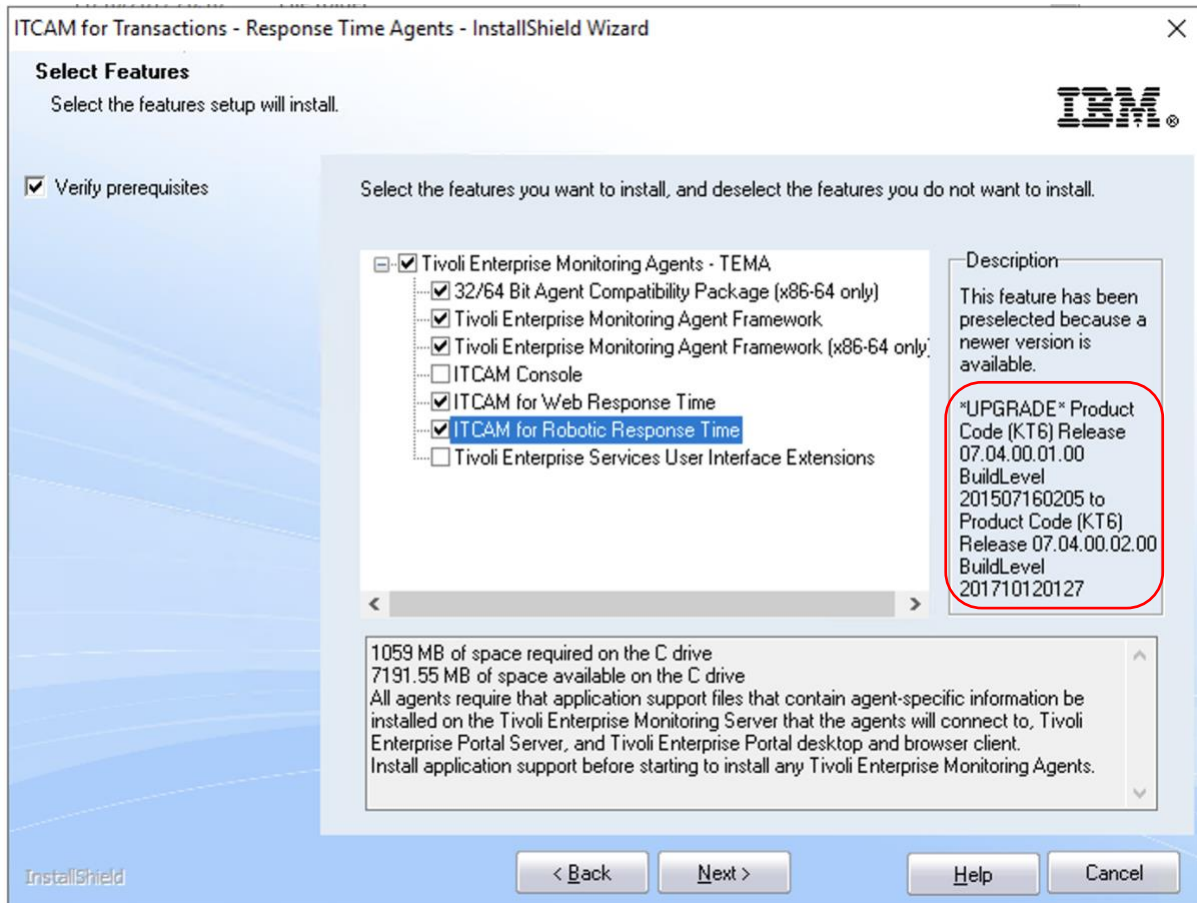
T6 agent started:

Service/Application	Task/SubSyst...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Manual	LocalSyst...	Yes	No	06.30.07.03		
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	up-to-date	Manual	LocalSyst...	Yes	No	07.40.01.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Started	up-to-date	Manual	LocalSyst...	No	No	07.40.02.14		

Upgraded RRT t6 agent to v7.4.0.2:

> This PC > Local Disk (C:) > INSTALL_PACKAGES > 7.4.0.0-TIV-CAMRT-Windows-FP0002 > WINDOWS >

Name	Date modified	Type	Size
KT3WICMA.exe	11/10/2017 20:10	Application	14,093 KB
KT3WICMS.exe	11/10/2017 20:10	Application	232 KB
KT3WICNS.exe	11/10/2017 20:10	Application	11,908 KB
KT3WIXEB.exe	11/10/2017 20:10	Application	8,041 KB
KT3WIXEW.exe	11/10/2017 20:10	Application	5,972 KB
KT5JSTMS.jar	11/10/2017 20:10	Executable Jar File	68 KB
KT5JSTPS.jar	11/10/2017 20:10	Executable Jar File	13,257 KB
KT5JSTPW.jar	11/10/2017 20:10	Executable Jar File	530 KB
KT5MSMAN.txt	11/10/2017 20:10	Text Document	1 KB
KT5WICMA.exe	11/10/2017 20:10	Application	20,316 KB
KT5WICMS.exe	11/10/2017 20:10	Application	254 KB
KT5WICNS.exe	11/10/2017 20:10	Application	13,521 KB
KT5WIXEB.exe	11/10/2017 20:10	Application	732 KB
KT5WIXEW.exe	11/10/2017 20:10	Application	282 KB
KT6JSTMS.jar	11/10/2017 20:10	Executable Jar File	35 KB
KT6JSTPS.jar	11/10/2017 20:10	Executable Jar File	20,059 KB
KT6JSTPW.jar	11/10/2017 20:10	Executable Jar File	510 KB
KT6MSMAN.txt	11/10/2017 20:10	Text Document	1 KB
KT6WICMA.exe	11/10/2017 20:10	Application	355,556 KB
KT6WICMS.exe	11/10/2017 20:10	Application	230 KB
KT6WICNS.exe	11/10/2017 20:10	Application	20,304 KB
KT6WIXEB.exe	11/10/2017 20:10	Application	710 KB
KT6WIXEW.exe	11/10/2017 20:10	Application	246 KB
KUEWICMA.exe	16/12/2016 05:45	Application	15,400 KB
KUIWICLI.exe	16/12/2016 05:45	Application	1,703 KB
non_ibm_license	11/10/2017 20:10	File	0 KB
README.TXT	11/10/2017 20:10	Text Document	1 KB
SETUP.BMP	11/10/2017 20:10	BMP File	959 KB
setup.exe	11/10/2017 20:10	Application	972 KB
Setup.ini	16/12/2016 05:46	Configuration sett...	4 KB
setup.isn	16/12/2016 05:46	ISN File	72 KB
silent.txt	11/10/2017 20:10	Text Document	18 KB
TMV620.msi	16/12/2016 05:46	Windows Installer ...	15,844 KB



T6 agent started:

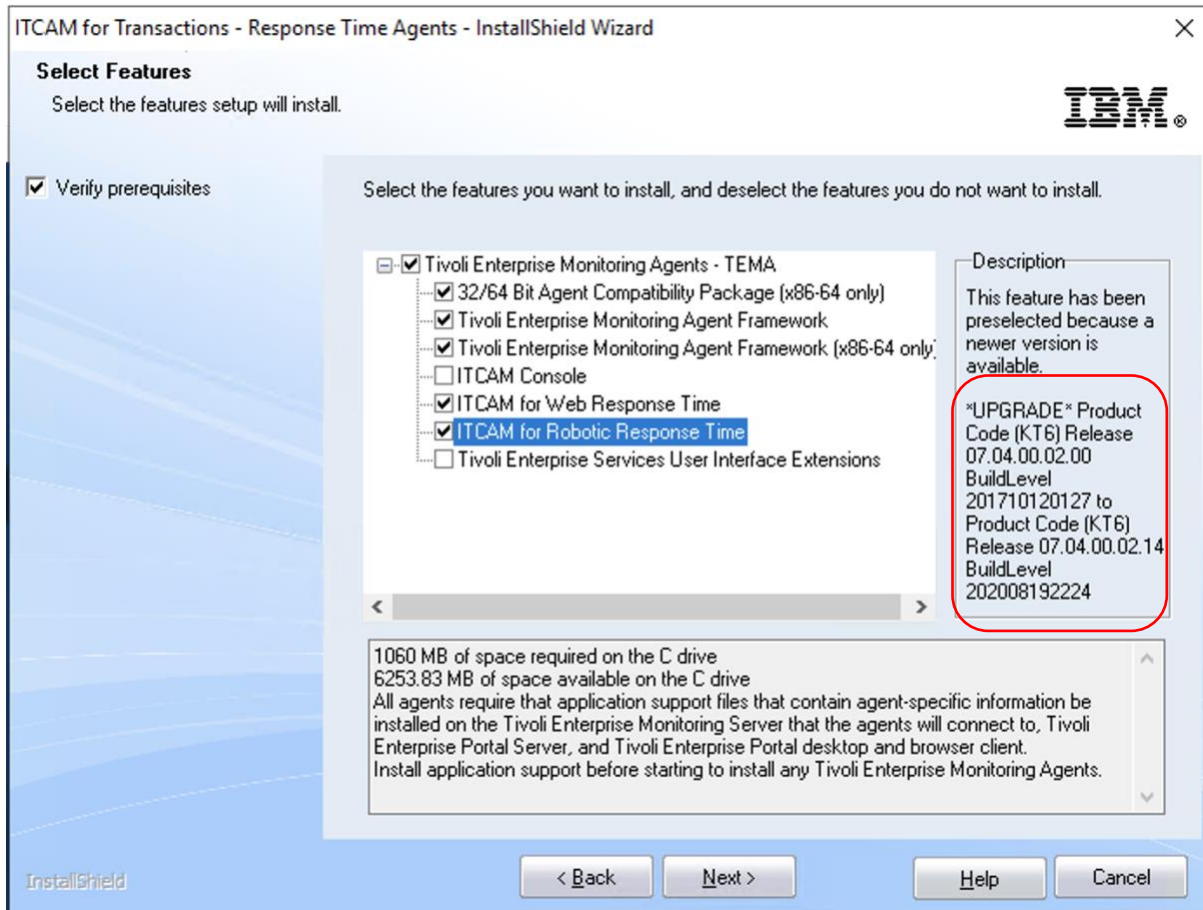
Service/Application	Task/SubSyst...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.03		
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	07.40.02.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	No	No	07.40.02.14		

Upgraded RRT t6 agent to v7.4.0.2.14:

File Explorer window showing the contents of the folder **7.4.0.2-TIV-CAMRT-Windows-IF0014**. The address bar shows the path: **INSTALL_PACKAGES > 7.4.0.2-TIV-CAMRT-Windows-IF0014 > 7.4.0.2-TIV-CAMRT-Windows-IF0014 > WINDOWS**. The file list is as follows:

Name	Date modified	Type	Size
KT1SWICMA.exe	20/08/2020 02:04	Application	14,714 KB
KT3WICMS.exe	20/08/2020 02:04	Application	232 KB
KT3WICNS.exe	20/08/2020 02:04	Application	11,908 KB
KT3WIXEB.exe	20/08/2020 02:04	Application	8,077 KB
KT3WIXEW.exe	20/08/2020 02:04	Application	5,997 KB
KT5JSTMS.jar	20/08/2020 02:04	Executable Jar File	68 KB
KT5JSTPS.jar	20/08/2020 02:04	Executable Jar File	13,257 KB
KT5JSTPW.jar	20/08/2020 02:04	Executable Jar File	531 KB
KT5MSMAN.txt	20/08/2020 02:04	Text Document	1 KB
KT5WICMA.exe	20/08/2020 02:04	Application	20,373 KB
KT5WICMS.exe	20/08/2020 02:04	Application	253 KB
KT5WICNS.exe	20/08/2020 02:04	Application	13,521 KB
KT5WIXEB.exe	20/08/2020 02:04	Application	733 KB
KT5WIXEW.exe	20/08/2020 02:04	Application	283 KB
KT6JSTMS.jar	20/08/2020 02:04	Executable Jar File	35 KB
KT6JSTPS.jar	20/08/2020 02:04	Executable Jar File	20,064 KB
KT6JSTPW.jar	20/08/2020 02:04	Executable Jar File	511 KB
KT6MSMAN.txt	20/08/2020 02:04	Text Document	1 KB
KT6WICMA.exe	20/08/2020 02:04	Application	355,707 KB
KT6WICMS.exe	20/08/2020 02:04	Application	230 KB
KT6WICNS.exe	20/08/2020 02:04	Application	20,309 KB
KT6WIXEB.exe	20/08/2020 02:04	Application	711 KB
KT6WIXEW.exe	20/08/2020 02:04	Application	247 KB
KUEWICMA.exe	16/12/2016 13:45	Application	15,400 KB
KUIWICLI.exe	16/12/2016 13:45	Application	1,703 KB
non_ibm_license	20/08/2020 02:04	File	0 KB
README.TXT	20/08/2020 02:04	Text Document	1 KB
SETUP.BMP	20/08/2020 02:04	BMP File	959 KB
setup.exe	16/12/2016 13:46	Application	971 KB
Setup.ini	16/12/2016 13:46	Configuration sett...	4 KB
setup.isn	16/12/2016 13:46	ISN File	72 KB
silent.txt	20/08/2020 02:04	Text Document	18 KB
TMV620.msi	16/12/2016 13:46	Windows Installer ...	15,844 KB

83 items | 1 item selected 970 KB



RRT T6 agent started:

Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]

Actions Options View Windows Help

Service/Application	Task/SubSystem...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.03		
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	07.40.02.14		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	No	No	07.40.02.14		

Rebooted the machine

All 3 agents started:

Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]

Actions Options View Windows Help

Service/Application	Task/SubSystem...	Configured	Status	Configurati...	Startup	Account	Desktop	HotSt...	Version	Host	Port
Monitoring Agent for Windows ...	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	06.30.07.03		
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	Yes	No	07.40.02.14		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Started	up-to-date	Man...	LocalSyst...	No	No	07.40.02.14		

